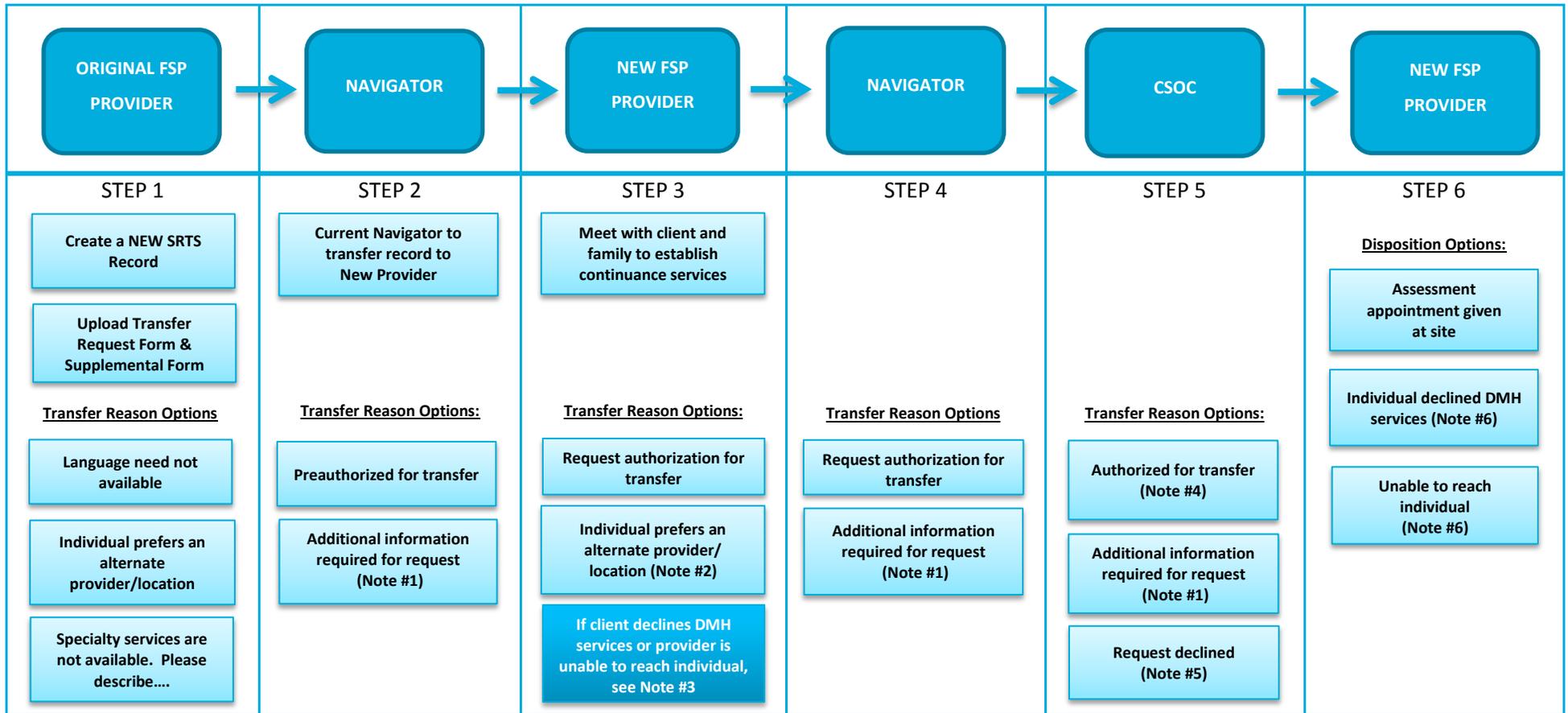


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**CHILDREN’S SYSTEMS OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA**

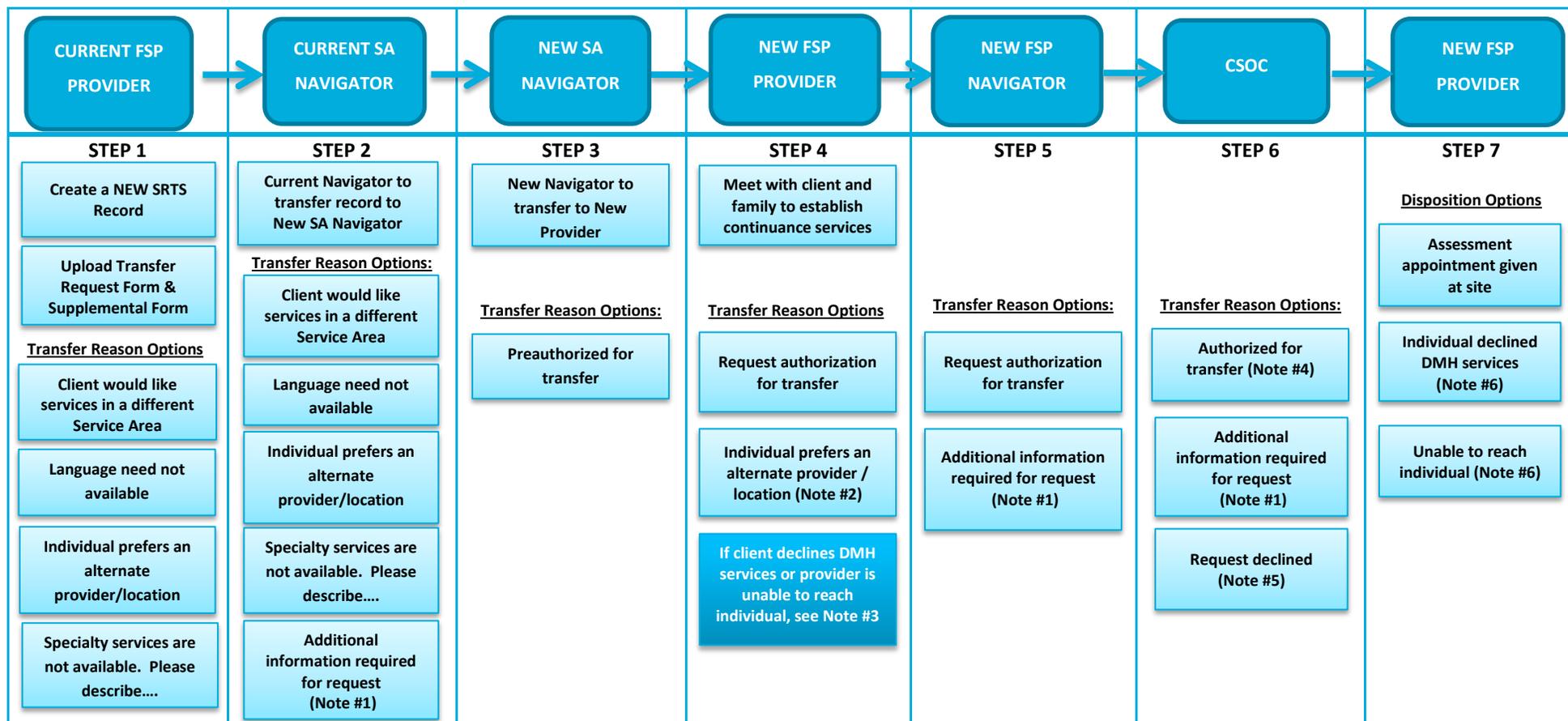


- Note #1:** If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”. The provider then provides the Navigator the information needed and repeats Step 4 or informs the Navigator if client declined FSP services (see Note #3).
- Note #2:** If the client prefers another provider, transfer back to the Navigator for linkage.
- Note #3:** If the client declines DMH services or the provider is unable to reach individual (discuss with Navigator), enter a disposition then transfer back to Navigator, then Original FSP provider to either continue providing services or begin Disenrollment from original authorized record.
- Note #4:** CSOC will forward the SRTS email notification alert to the Navigator to confirm that the transfer has been authorized.
- Note #5:** If a request for transfer is declined, CSOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.
- Note #6:** If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator. The Navigator will then notify the original FSP provider to begin disenrollment process.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

CHILDREN’S SYSTEM OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA



Note #1: If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”. The provider then provides the Navigator the information needed and repeats Step 4 or informs the navigator if client declined FSP service (see Note #3).

Note#2: If the client prefers another provider, transfer back to the Navigator for linkage.

Note #3: If the client declines DMH services or provider is unable to reach individual (discuss with Navigator), the new FSP provider enters a disposition and transfers back to the new Navigator who either transfers to another FSP provider or transfers back to the old Navigator. Old Navigator transfers back to the original FSP provider to either continue providing services or begin disenrollment process.

Note #4: CSOC will forward SRTS email notification alert to new Navigator, current Navigator, and current FSP provider to confirm the transfer was authorized.

Note #5: If a request for transfer is declined, CSOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.

Note #6: If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator. The Navigator will then notify the original FSP provider to begin disenrollment process.